

Results for Essex & Suffolk Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfaction with water services																							
Overall, satisfied with their water supply (Sample size: 149) ²	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>93%</td><td>91%</td><td>95%</td><td>91%</td><td>92%</td><td>93%</td><td>89%</td><td>91%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	91%	95%	91%	92%	93%	89%	91%	91%	96% to 86% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	91%	95%	91%	92%	93%	89%	91%	91%														
Satisfaction with value for money																							
Satisfied with value for money of water services (Sample size: 141)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>73%</td><td>66%</td><td>72%</td><td>75%</td><td>70%</td><td>67%</td><td>71%</td><td>71%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	66%	72%	75%	70%	67%	71%	71%	76%	85% to 70% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	66%	72%	75%	70%	67%	71%	71%	76%														
Views on fairness and affordability of charges																							
Agree that water and sewerage charges are affordable (Sample size: 145) ³	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>73%</td><td>78%</td><td>73%</td><td>66%</td><td>72%</td><td>69%</td><td>81%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	78%	73%	66%	72%	69%	81%			88% to 70% Average: 79%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	78%	73%	66%	72%	69%	81%																
Agree that charges are fair (Sample size: 136)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>73%</td><td>55%</td><td>58%</td><td>63%</td><td>58%</td><td>58%</td><td>57%</td><td>61%</td><td>68%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	55%	58%	63%	58%	58%	57%	61%	68%	82% to 58% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	55%	58%	63%	58%	58%	57%	61%	68%														
Care																							
Agree their water company cares about the service they provide to customers (Sample size: 126)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>67%</td><td>66%</td><td>68%</td><td>67%</td><td>66%</td><td>68%</td><td>67%</td><td>69%</td><td>64%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	67%	66%	68%	67%	66%	68%	67%	69%	64%	82% to 60% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	67%	66%	68%	67%	66%	68%	67%	69%	64%														
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 145)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Score</th><td>7.36</td><td>7.43</td><td>7.38</td><td>7.63</td><td>7.93</td><td>7.48</td><td>7.55</td><td>7.59</td><td>7.59</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.36	7.43	7.38	7.63	7.93	7.48	7.55	7.59	7.59	8.57 to 7.30 Average: 7.74	
Year	11	12	13	14	15	16	17	18	19														
Score	7.36	7.43	7.38	7.63	7.93	7.48	7.55	7.59	7.59														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (Sample size: 145)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>80%</td><td>71%</td><td>69%</td><td>74%</td><td>76%</td><td>73%</td><td>74%</td><td>75%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	80%	71%	69%	74%	76%	73%	74%	75%	79%	83% to 70% Average: 74%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	80%	71%	69%	74%	76%	73%	74%	75%	79%														
Aware of option to have a free water meter (Sample size: 61*) ⁴	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>52%</td><td>67%</td><td>70%</td><td>63%</td><td>75%</td><td>76%</td><td>69%</td><td>76%</td><td>64%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	52%	67%	70%	63%	75%	76%	69%	76%	64%	78% to 63% Average: 68%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	52%	67%	70%	63%	75%	76%	69%	76%	64%														

Results for Essex & Suffolk Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Aware of option for customers who ask for a meter to be fitted to go back to rateable value charge within 24 months (Sample size: 61*) ⁴	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>26%</td><td>33%</td><td>32%</td><td>30%</td><td>23%</td><td>32%</td><td>24%</td><td>19%</td><td>28%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	26%	33%	32%	30%	23%	32%	24%	19%	28%	38% to 17% Average: 27%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	26%	33%	32%	30%	23%	32%	24%	19%	28%														
Aware of, or on WaterSure tariff (Sample size: 150*)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>8%</td><td>12%</td><td>14%</td><td>10%</td><td>7%</td><td>12%</td><td>6%</td><td>11%</td><td>13%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	8%	12%	14%	10%	7%	12%	6%	11%	13%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	8%	12%	14%	10%	7%	12%	6%	11%	13%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150*) ³	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>5%</td><td>1%</td><td>1%</td><td>6%</td><td>3%</td><td>4%</td><td>3%</td><td>4%</td><td>6%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	5%	1%	1%	6%	3%	4%	3%	4%	6%	9% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	5%	1%	1%	6%	3%	4%	3%	4%	6%														
Aware of Priority services (Sample size: 150*) ⁵	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>50%</td><td>54%</td><td>44%</td><td>48%</td><td>49%</td><td>49%</td><td>49%</td><td>49%</td><td>49%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	50%	54%	44%	48%	49%	49%	49%	49%	49%	54% to 38% Average: 43%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	50%	54%	44%	48%	49%	49%	49%	49%	49%														
Contact																							
Contacted water company with a query in last 12 months (Sample size: 150*)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>10%</td><td>13%</td><td>18%</td><td>17%</td><td>15%</td><td>16%</td><td>19%</td><td>19%</td><td>22%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	10%	13%	18%	17%	15%	16%	19%	19%	22%	27% to 12% Average: 22%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	10%	13%	18%	17%	15%	16%	19%	19%	22%														
Reason for contacting water company was to complain (Sample size: 33 who made contact)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>13%</td><td>16%</td><td>10%</td><td>8%</td><td>4%</td><td>4%</td><td>4%</td><td>3%</td><td>0%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	13%	16%	10%	8%	4%	4%	4%	3%	0%	9% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	13%	16%	10%	8%	4%	4%	4%	3%	0%														
Overall, satisfied with the way their query was handled (Sample size: 32 who made contact)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>77%</td><td>72%</td><td>82%</td><td>68%</td><td>91%</td><td>79%</td><td>91%</td><td>90%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	77%	72%	82%	68%	91%	79%	91%	90%	87%	87% to 73% Average: 78%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	77%	72%	82%	68%	91%	79%	91%	90%	87%														

Results for Essex & Suffolk Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 148)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>90%</td><td>95%</td><td>94%</td><td>93%</td><td>92%</td><td>96%</td><td>91%</td><td>92%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	90%	95%	94%	93%	92%	96%	91%	92%	93%	99% to 89% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	90%	95%	94%	93%	92%	96%	91%	92%	93%														
Satisfied with taste and smell (Sample size: 144)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>87%</td><td>90%</td><td>92%</td><td>89%</td><td>86%</td><td>90%</td><td>87%</td><td>89%</td><td>88%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	90%	92%	89%	86%	90%	87%	89%	88%	95% to 81% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	90%	92%	89%	86%	90%	87%	89%	88%														
Satisfied with hardness/softness (Sample size: 135)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>56%</td><td>49%</td><td>59%</td><td>64%</td><td>58%</td><td>54%</td><td>54%</td><td>50%</td><td>50%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	56%	49%	59%	64%	58%	54%	54%	50%	50%	80% to 45% Average: 56%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	56%	49%	59%	64%	58%	54%	54%	50%	50%														
Satisfied with safety (Sample size: 143)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>91%</td><td>93%</td><td>94%</td><td>94%</td><td>90%</td><td>87%</td><td>91%</td><td>96%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	93%	94%	94%	90%	87%	91%	96%	92%	97% to 86% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	93%	94%	94%	90%	87%	91%	96%	92%														
Satisfied with reliability of supply (Sample size: 148)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>99%</td><td>96%</td><td>97%</td><td>97%</td><td>99%</td><td>97%</td><td>96%</td><td>97%</td><td>97%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	99%	96%	97%	97%	99%	97%	96%	97%	97%	100% to 93% Average: 97%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	99%	96%	97%	97%	99%	97%	96%	97%	97%														
Satisfied with water pressure (Sample size: 150)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>90%</td><td>88%</td><td>91%</td><td>91%</td><td>85%</td><td>89%</td><td>85%</td><td>85%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	90%	88%	91%	91%	85%	89%	85%	85%	89%	93% to 80% Average: 88%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	90%	88%	91%	91%	85%	89%	85%	85%	89%														
Likelihood to recommend as a provider of water services (NPS score)																							
Extremely likely to recommend Essex & Suffolk water to friends & family as a provider (Sample size: 140) ^{3,6}	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>36%</td><td>43%</td><td>40%</td><td>42%</td><td>47%</td><td>41%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	36%	43%	40%	42%	47%	41%				71% to 32% Average: 40%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	36%	43%	40%	42%	47%	41%																	

Essex & Suffolk Water sewerage services are provided by Anglian Water (104 respondents) or Thames Water (29 respondents)⁷



Results for sewerage service providers for Essex & Suffolk Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfaction with sewerage services																							
Overall, satisfied with their sewerage services (Sample size: 136)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>91%</td><td>85%</td><td>88%</td><td>86%</td><td>91%</td><td>83%</td><td>84%</td><td>86%</td><td>88%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	85%	88%	86%	91%	83%	84%	86%	88%	92% to 80% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	85%	88%	86%	91%	83%	84%	86%	88%														
Satisfaction with value for money																							
Satisfied with value for money of sewerage services (Sample size: 127)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>69%</td><td>61%</td><td>71%</td><td>74%</td><td>70%</td><td>70%</td><td>72%</td><td>66%</td><td>74%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	69%	61%	71%	74%	70%	70%	72%	66%	74%	84% to 65% Average: 75%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	69%	61%	71%	74%	70%	70%	72%	66%	74%														
A sewerage system that works																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 104)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>77%</td><td>72%</td><td>70%</td><td>77%</td><td>76%</td><td>65%</td><td>71%</td><td>77%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	77%	72%	70%	77%	76%	65%	71%	77%	77%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	77%	72%	70%	77%	76%	65%	71%	77%	77%														
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 103)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>82%</td><td>77%</td><td>73%</td><td>84%</td><td>88%</td><td>67%</td><td>77%</td><td>79%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	82%	77%	73%	84%	88%	67%	77%	79%	84%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	82%	77%	73%	84%	88%	67%	77%	79%	84%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 89)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>87%</td><td>79%</td><td>77%</td><td>80%</td><td>85%</td><td>69%</td><td>78%</td><td>71%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	79%	77%	80%	85%	69%	78%	71%	78%	87% to 65% Average: 75%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	79%	77%	80%	85%	69%	78%	71%	78%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 98)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>84%</td><td>71%</td><td>71%</td><td>83%</td><td>79%</td><td>67%</td><td>72%</td><td>72%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	71%	71%	83%	79%	67%	72%	72%	85%	88% to 62% Average: 77%	Significant change since last year Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	71%	71%	83%	79%	67%	72%	72%	85%														
Likelihood to recommend as a provider of sewerage services																							
Extremely likely to recommend sewerage company to friends and family as a provider (Sample size: 130) ^{3,6}	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>36%</td><td>41%</td><td>33%</td><td>39%</td><td>43%</td><td>42%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	36%	41%	33%	39%	43%	42%				65% to 30% Average: 38%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	36%	41%	33%	39%	43%	42%																	

Sample Profile

Regional sample profile for Essex & Suffolk Water	(Sample size: 150*)
Gender	
Male	47%
Female	53%
Age	
18-29	2%
30-44	9%
45-59	36%
60-74	35%
75+	18%
SEC	
Higher managerial, administrative & professional occupations	46%
Intermediate occupations	23%
Routine & manual occupations	24%
Never worked and long-term unemployed/ Full-time students	5%
Refused	3%
Water meter	
Proportion having a water meter	57%

- Statistical reliability on sample size of 150 is +/- 7.83%

¹ Average (mean) proportion for all WoCs based on weighted data. All other data is unweighted

² Sample size excludes don't knows unless followed by an asterisk *

³ Question not asked in all years.

⁴ Question filtered on unmetered households as per the main report.

⁵ Question wording changed in 2014.

⁶ Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.

⁷ There was no differentiation between sewerage service providers.